

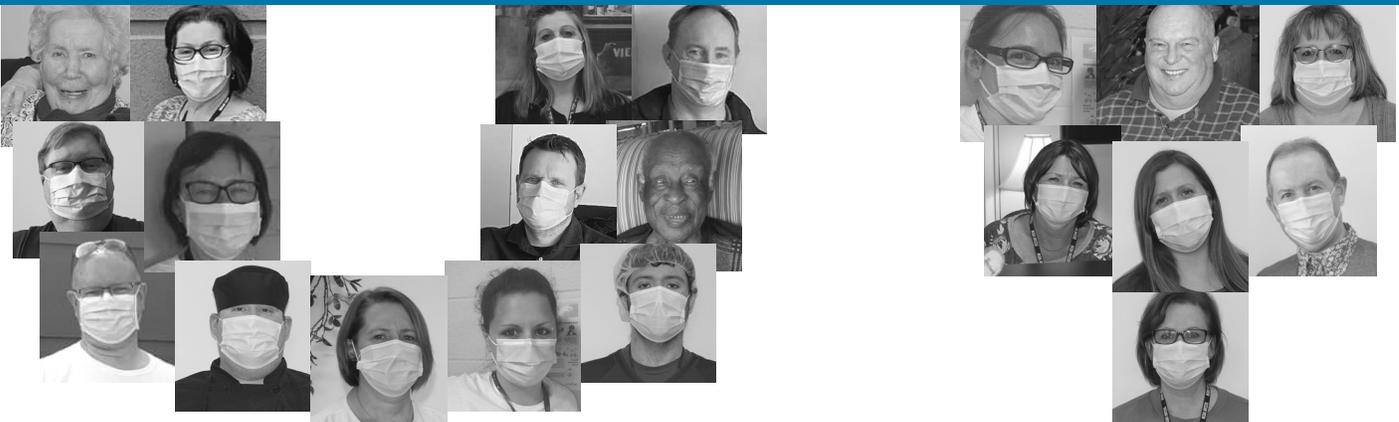


Ocean View

Report to Our Community 2020 - 2021



What resiliency, hard work, and heart looked like this year!



Words from our Leadership

We are thrilled to connect with our Ocean View community at this time, to share a glimpse into our world. In the past year we have all learned just how important connection is.

In this report, we will tell you a bit of Ocean View's story from the 2020-2021 year. The world will recognize this year as the year of the COVID-19 pandemic. For us, it has been a challenging and rewarding year, heavily influenced by the pandemic, but also by our desire to continue to do all we can to offer comfort, care and compassion to those we serve.

One way in which we offer comfort to those we serve is ensuring they live in a space that feels like "home". This year, despite the pandemic, it was important to us that we not lose sight of that. We are proud to say that we made a number of key capital improvements to our facility this year, including a new cooling system to ensure our space is comfortable for all; replacement of 80 ceiling lifts in our facility; and improvements to our building's exterior to ensure it is a place all residents feel proud to live in. Each of these projects represents an outstanding amount of hard work and dedication on the part of our team, and we hope you will join us in giving them kudos for a job well done during a truly challenging year!

As you heard in our report last year, our team also acted swiftly in early days of the pandemic to bring together a Pandemic Outbreak Management team. An early focus on planning and communication helped us react promptly when a resident did test positive with COVID-19 at our facility. In our Outbreak Unit, dedicated staff supported the resident to successfully recover, while the entire team worked to prevent the spread of infection. Throughout the pandemic, the entire team has worked hard to support quality of life for residents — you will see many examples of this as you read further in this report!

Our Vision



To be the
community of choice
for Nova Scotians
needing support in
a place they
call *home*.

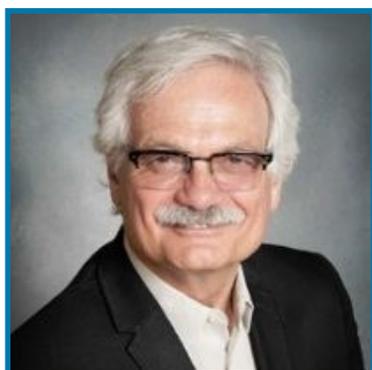
We were grateful for our strong organizational values throughout the pandemic, as new challenges and opportunities seemed to emerge daily. With collaboration and innovation, we have been able to accomplish great things, including welcoming Designated Caregivers into our facility, implementing serial COVID-19 testing, participating as one of the first long term care homes in the province to administer COVID-19 vaccines to residents, and hosting a Regional Care Unit at Ocean View. You will read more about each of these endeavors, and more, within the pages of this report.

Though our strong team and strong values have helped us weather the past many months, we think it is important to acknowledge that the pandemic has revealed issues within our long term care sector which we have been aware of for some time. Against the backdrop of COVID-19, it is impossible not to recognize that there are areas in our system that require collective focus and innovative solutions.

As the Ocean View Board of Directors continues to partner with the Birches Board of Directors in our Joint Advocacy Committee, we are striving to influence change in these areas. Together, we are using our voices, as representatives of this amazing community and organization, to enact change.

Speaking of the power of many voices, this year also involved many discussions on a global level about the importance of diversity and inclusion. Here at Ocean View, we took this as our cue to create a Diversity Committee, along with our partners at The Birches and Port City Home Services. This committee will work to ensure we are both welcoming and inclusive. They have already begun reaching out to our staff to get their input on this important topic, and to begin to understand the diversity that already exists in our workplace.

As recent events have reminded us, both challenges and opportunities are inevitable in our long term care world, as in the world at large. We will continue to rise to both with strong values, a dedicated community of folks who believe in our work, and a willingness to embrace change. We thank you for being a member of our Ocean View community, and invite you to join us in celebrating the inspirational things our team has accomplished throughout this year!



A handwritten signature in black ink that reads "Tom Emodi".

Tom Emodi,
Board Chair

A handwritten signature in black ink that reads "Dion Mouland".

Dion Mouland,
President & CEO



P.S. We hope as you read this report you will be inspired by how deeply our values thread through everything we do. You will find our **I-CARE values — Innovation, Collaboration, Autonomy, Respect and Empowerment** — highlighted throughout. We continue to be guided by these values this year, and every year.

Olga & Lem, Residents



This year has been unique in many ways, but life continues, and along with it, love and family continue to bring us all joy and comfort. This year, Ocean View was thrilled to celebrate a love milestone with residents Olga and Lem — their 70th wedding anniversary! We are thrilled to interview Olga for our Annual Report (*pictured above with Lem*), along with the couple’s son Carlton and his wife Melodie (*not pictured*), who have joined us as Designated Caregivers in recent months.

Carlton and Melodie share that COVID-19 restrictions began approximately 3 months after Olga and Lem moved in to Ocean View from their long-time home in Sydney.

“The transition was difficult,” they say, “Not being able to see them for weeks was even more difficult for them and for us. Ocean View has done a great job at accommodating the family with FaceTime, window appointments, and in person visits when restrictions allowed.”

Olga & Lem enjoy a window visit from family during early days of the pandemic:

Autonomy



Respecting the role of clients and families in directing their care;
 Providing ethical supports;
 Assuring full disclosure and communication with clients and families

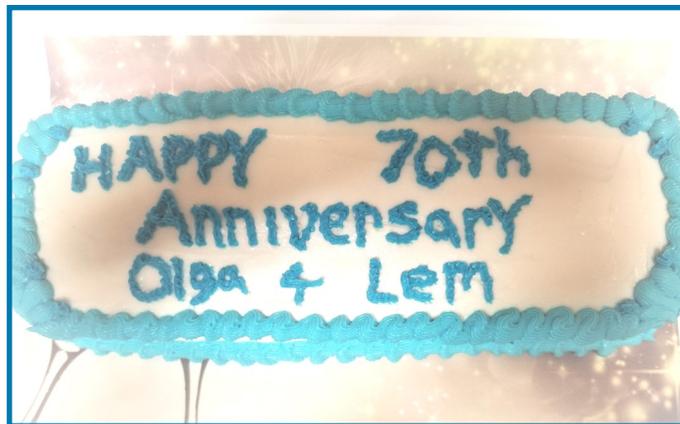


Olga & Lem celebrated their anniversary when COVID-19 restrictions were high. Our team worked with Carlton, Melodie, and the rest of the family to organize a series of window visits, and to ensure the couple had a lovely anniversary cake to enjoy!

"They are both loved so much by family. They have given so much love and care to all of us," say Carlton and Melodie, "70 years of marriage is milestone. We wanted to show our love and appreciation even with the challenges of COVID-19!"

Olga absolutely loved the care and time her family put into making the anniversary special.

"I love them a lot, they are very good to me," she says. Laughing, she adds, "Of course, I was good to them!"



Looking back over her 70 years of marriage, Olga's biggest advice is to work through problems - "don't be so fast to break up a marriage," she says. She also says it's important to balance working hard with finding time to play and have fun! Throughout her life, she has enjoyed entertaining and music.

"Music has always played a huge part in their lives and in raising their children. Each child was encouraged to engage in a music instrument growing up. Mom played in a band her entire life. Both were involved in their church community and lovers of music," shares Carlton, "Ocean View has a piano in the community space and Mom loves when she has the opportunity to play. It's the highlight of any day!"

One experience Olga loves to reminisce about is playing piano at Club 55 for seniors. She loves to share her love of music with others! She also loves gathering with friends and loved ones, which has made the pandemic particularly difficult. So when Ocean View implemented our Designated Caregiver program, it made a big difference for Olga, Lem and their loved ones.

"Being able to physically be with them (as Designated Caregivers) has given them and us the comfort of being able to physically touch and spend time together," share Carlton and Melodie.

Olga knows the pandemic has been hard on the team and on staffing at Ocean View, but she assures us that the team are "very nice, and they always try to do their best". She encourages everyone to have patience during this very challenging time.

"The staff have been amazing supports to Mom and Dad and to us," share Carlton and Melodie, "Whenever we visit, we always hear from staff about how much Mom and Dad are loved by everyone. (Staff) know them by name and support them in ways that matter. Even though OV is a really big LTC home, our parents are known and treated with such loving care, dignity and respect. This means so much to us, especially during COVID times."

Residents In Action

Ocean View's Residents' Council is an opportunity for residents to actively embrace Ocean View's values; to voice their concerns; to suggest improvements to quality of care and services; and to provide direct input into activities.

Our residents bring a diversity of knowledge, leadership and experience to Ocean View.

For much of this year, Residents' Council faced challenges with gathering due to COVID-19, but they still managed to provide input in many areas!

- Members of Residents' Council offered their important voice to our conversations and consultations regarding the Regional Care Unit.
- At the in-person meetings that were possible this year, Council provided valuable feedback regarding nutrition, recreation, entertainment, nursing, and our smoke room.
- Residents participated in the annual Resident Experience survey.



Empowerment



Ensuring staff and residents feel confident to make decisions, voice their opinions, solve problems, make requests, and try even if they might fail!

- The Council voted to support smaller weekly Bingo games at Ocean View until larger gatherings are possible again.
- Late this year, the Council began the process of nominating a new executive. Our Ocean View community can look forward to results of the election in the coming year!

When our residents come together, we're inspired by their desire to make an impact!

Family Lend their *Voice* to our Work

This year, members of our Family Council made an impact on life at Ocean View in many different ways.

Many members of Family Council, as well as other family members, participated in training this year to join us as Designated Caregivers. These fantastic individuals have provided residents with caregiving support. From personal care to mobility help, communication assistance to emotional support, help with eating to decision making, their contributions have made an amazing impact.

In late 2020, families joined us for a virtual Town Hall to provide meaningful feedback on our pandemic response to-date. Family members shared valuable thoughts on what their experience had been like this year, with a loved one in long term care here at Ocean View. Our team was especially keen to hear their input regarding communication over the past year, and were pleased to hear that family members enjoyed and appreciated our varied, frequent, and concise methods of communication.

Family members also participated in our Family Experience survey this year, as another avenue to provide feedback about all aspects of life at Ocean View!

Strategic Priorities: *Exemplary care in the setting of choice*

We strive to ensure our clients are **living well in the setting of their choice**, so we are thrilled to report that this year the percentage of our residents and families who would **recommend our services to friends and family remains high at 89%**.

The pandemic has impacted many of the ways in which we measure our success in this area, impacting number of admissions and vacant bed days, however we are confident that we will see these numbers return to their pre-pandemic levels as COVID-19 related restrictions and challenges subside.

In terms of safety, we still have work to do in decreasing infection rates and overall resident safety incidents, but we are also happy to report that one of the most important indicators of resident safety — rate of falls — remains low compared to the past 5 years.

Despite systemic and specific challenges, we continue to work hard at all levels to provide exemplary care to those we serve.



Celebrating Our Team

In the 2020-21 year, Ocean View made the important decisions to invest in 3 new Team Leader roles to help our teams navigate through these challenging times. These three LPNs will provide an added layer of support at the Neighbourhood level, and we are thrilled to introduce Charmaine Struthers, Lorna Devoe and Tammy Norman as our three Team Leaders.

A high-level look at this new position tells us that Charmaine, Lorna and Tammy will have a role that impacts many areas of staff AND resident life on each Neighbourhood!

"I am excited about the Team Leader role," says Tammy, "It will help to provide strong leadership in the day-to-day activities on the units. I think it will be a huge support to the nursing team to have a constant presence on the unit, and someone that can help bridge the gaps between rotations and hopefully lead to better resident care."



Respect



Speaking with kindness and
courteously to others in our daily
interactions; Assuring
non discriminatory
practices in
all we do

**Charmaine,
Lorna & Tammy**
Team Leaders

Residents and their loved ones will be thrilled to find that their Neighbourhood's Team Leader will have a strong focus on family and resident engagement day-to-day, including listening to feedback and concerns. They will also take the lead on clinical coordination of resident care and ongoing care planning for our residents.

Tammy believes it will be truly valuable for families and loved ones to have the Team Leaders available as a contact person that can chat through issues and answer their questions. She has already heard wonderful feedback from family members, who see this new role as a very positive change!

In terms of impact on staff and work-life, our team will see our Team Leaders taking over many of the one-on-one aspects of human resources on the Neighbourhood. The Team Leaders will provide support with onboarding and orientation of new staff. They will also support our team with performance management and day-to-day coordination of work flow.

The Team Leaders will also play a role in safety in our facility, working on important ongoing audits, emergency planning, and OH&S implementation on the floor.

"I look forward to embracing the role and making a difference!" says Tammy.

Strategic Priorities: *Leadership, Governance, Stewardship*

One of our strategic goals is to achieve **appropriate structure and resources that support success**. In this area, we're happy to report that this year we have continued to use good financial management processes and to find creative revenue sources, allowing us to continue to deliver quality care.

Despite the challenging year, we were able to remain within budget, and were able to invest in a number of improvements including the purchase of a cooling system for our facility. Other capital projects this year included lifts for the safe movement of residents; a refresh to the exterior of our building; and investments to improve cleanliness and infection prevention and control.

We are also happy to report that, in the 2020-21 year, although our WCB rates rose slightly, our number of WCB time loss claims remained at the lowest they have been over the past five years!



Our Pandemic Experience

As you read in last year's Annual Report, as the COVID-19 pandemic has evolved this year, we have been dedicated to ensuring the health and safety of our clients, staff and community.

Our Pandemic Outbreak Management Team has met weekly, at times daily, to make difficult decisions based on our pandemic plan; information from Public Health; and advice from Nova Scotia's Chief Medical Officer. As we have reacted to the unfolding situation, we looked for the balance between risk and resident quality of life.

We supported our staff with the information, education, and supplies needed to help prevent spread of COVID-19, including infection control practices. They worked hard to live these practices each and every day.

Throughout this experience, we've reflected often on the value that family members have always brought to life at Ocean View. Family members often step up to offer help with personal care, mealtimes, activities, and so much more. Their absence within the building was felt greatly, by both residents and staff. In September, we were able to welcome Designated Caregivers back into our facility, and they have made an amazing difference!

Social connection and meaningful activity are both so important for our seniors, and this has been one of the most challenging hurdles during this time. Our team has worked hard to create opportunity for families to connect with residents. Indoor visits, window visits, virtual visits, and phone calls have been bright spots for residents. We have also worked hard to create fun experiences for residents!

It has been a constant challenge to balance safety with the social needs of residents, but we continue to strive to do so in creative and innovative ways!



Many residents have missed the little things during the pandemic, like going out to Tim Hortons. So our team brought the "drive-thru" experience to them this year!

Staff member Melissa B. (*pictured*) crafted a "drive-thru" to set up in our Hobby Room, and manned the window with a real Tim Hortons uniform and hat! Our friends at Tim Hortons donated coffee, tea and timbits for residents to enjoy. And our team helped residents visit the "drive-thru" with physical distancing and infection prevention in mind!

Our faux "drive-thru" was a big hit with residents! Kudos to all for making it happen!

Our Recreation team has used their creativity and resourcefulness this year to create fun opportunities for residents that respected physical distancing and infection prevention & control, including:

- A Summer Fiesta float that handed out milkshakes and played fun tunes
- A Superbowl Sunday inflatable football goal
- A remote control car racetrack
- Our very own "Ice Cream Truck" that visited residents during the summer (*pictured right*)



Serial Testing at Ocean View

In November, we were thrilled to begin offering serial testing at Ocean View for staff, volunteers and Designated Caregivers. Biweekly COVID-19 swabbing offers our team an extra way to prevent the spread of COVID-19.

The purpose of serial testing is to identify asymptomatic individuals. It is thought that asymptomatic spread has contributed to outbreaks of COVID-19 in other long term care homes.

This is another important piece of the puzzle to keep our residents and our community safe. We are proud of our team for embracing serial testing throughout the second half of this year!

Vaccines

Vaccination for our staff and Designated Caregivers began in late 2020, and vaccination for residents began in January.

This news was very hopeful for many, including residents who are eager for signs that life may eventually return to normal. Other residents were reminiscent of days gone by, when other infectious diseases were positively impacted by vaccines.

As the vaccines arrived at Ocean View, resident Myra was especially thrilled that COVID-19 vaccination were now available to residents.

"I'm excited about the vaccine," said Myra, "I think this is the only way (COVID-19) is going to get kicked to the curb!"

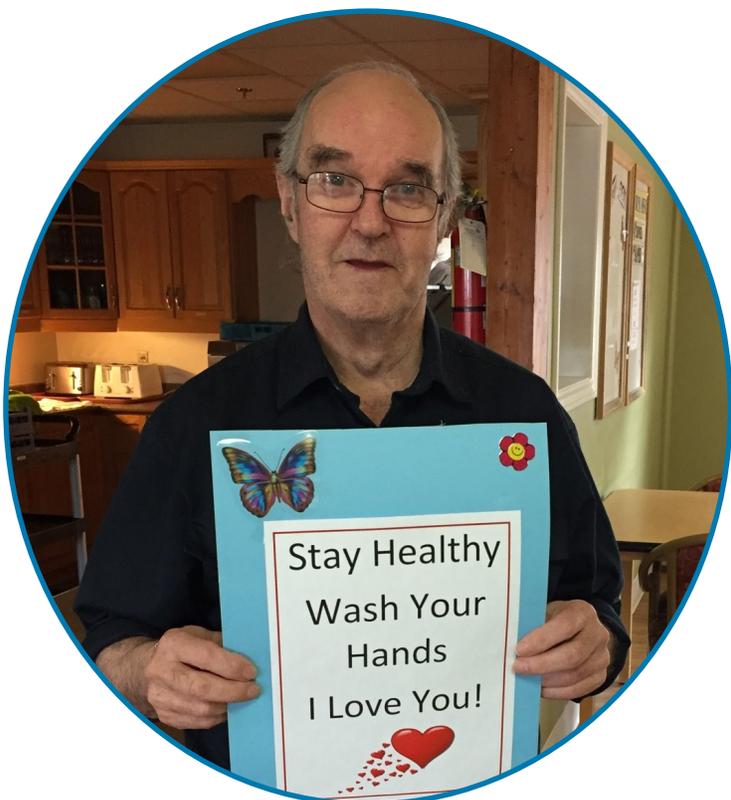


Our Pandemic Experience, ...continued

Early in the year, Ocean View did have one resident test positive with COVID-19, prompting our team to act quickly and open our Outbreak Unit (OU). In the OU, a dedicated team of staff stepped up to support the resident during their illness. Through quality care, solid infection control practices, and hard work around the clock, this team was soon celebrating the resident's successful recovery. We are immensely proud of the team for giving us this shining example of how much they care for the well-being of our residents. They were well prepared, acted swiftly, took charge, and acted with compassion! Thank you, team!

The pandemic has greatly impacted staffing at Ocean View, and across long term care. Throughout the pandemic, we have worked creatively to find hardworking individuals who could fill these gaps. Just as importantly, we have also advocated for government to support LTC in addressing these issues.

Despite these challenges, our team continues to work to prevent the spread of COVID-19 while still enriching the resident experience. One new way we're enriching resident life is the creation of a new Music Facilitator role. Therapeutic Music is one way we can support the health and well-being of those we serve. Whether within a group setting or on a one-to-one basis, this facilitator will promote the cognitive, communicative, emotional, physical, social and spiritual health of our residents. We are proud to continue making positive changes despite the pandemic.



Looking back over the pandemic as a whole, residents are certainly hoping for calmer days ahead, as we all are. But many residents are also quick to remind us that this is just one of those situations where "you've got to do what you've got to do".

Having lived long full lives, they have a unique perspective on the pandemic and the attitude needed to get through these challenging times. They offer us so many lessons in resiliency, strength, positivity and peace. Now more than ever, we are grateful to have the opportunity to learn those lessons from them.

As the pandemic has evolved, there has been a need to add positions to our team to support the new ways we are facilitating resident-family connection. One of these positions is the Visitation Facilitator. These hard working folks help family members safely visit one-on-one with residents.

Alisson joined our team as a Visitation Facilitator in June, and she has been happily supporting our Ocean View community in this way ever since.

As a long-time resident of Eastern Passage, Alisson already felt connected to Ocean View before applying. She had visited the facility as part of Eastern Passage's Summer Carnival in years past, and had family members who had worked in the facility as well! With a background in daycare work, Alisson was also struggling to find meaningful work at the beginning of the pandemic, so the position was especially appealing.

"This job was kind of like the perfect job to come in to," says Alisson, "It's close to my house, it's a place that has been a part of my life... and I know Ocean View is doing their part to keep everybody safe."

Alisson has worked predominantly on our Seaside and Bayside neighbourhoods, where many residents have advanced levels of dementia. She has found it fulfilling to interact with them, and to find that over time they have started to remember her. She has also enjoyed helping them connect with their families.

"I really like seeing the family members getting to see their loved ones," Alisson shares, "Especially at the very beginning, it had been months since they had seen each other! I really enjoy that whole interaction."

Family members have complimented Alisson on her patience when dealing with residents who may be having an "off" day. Alisson attributes this to her background in daycare, and has this to say:

"We all have our bad days. Sometimes the residents are confused. But typically by the end of the visit, if they came into the visit in a bad mood, they have lightened up by the end of it, which is a really nice thing that I get to see!"

Alisson, Visitation Facilitator



Long Service Awards

Our Long Service Awards recognize those who have dedicated a milestone amount of years to offering comfort, care and compassion to those we serve.



40 years:
Darlene Barkhouse

35 years:
Randy Peach
Darlene Godley

25 years:
Wanda Paul

20 years:
Anice Philips
Roseanne Young

10 years:
Carolyn Adams
Lindsay Cooley
Billie Jean McDonald
Teresa Zamoranos

Our Mission



Provide
Comfort,
Care, and
Compassion
for those
we Serve.

Congrats to all!
You're such an
inspiration!

CEO's Award of Excellence

Each year we recognize **outstanding staff contributions** to service delivery with this award. Winners are nominated for outstanding contributions to Ocean View and those it serves. **In the 2020-21 year, we congratulated:**

Kyla Farnsworth, LPN Kyla was nominated by her peers and a family member for giving 100% to our residents, their families, and her coworkers. She involves our residents in their own care and takes the time to explain to them what she is going to do before doing it. She is well respected and one of her colleagues is quoted as saying, "Kyla has a good connection with her residents and their families, she knows them well. She effortlessly meets those special needs like a simple hug or a big smile to brighten someone's day."

Dianna MacPhee, CCA Dianna was nominated by her co-workers for giving 100% to our residents, their families, and her coworkers. She believes in empowering the residents in implementing their own ideas! She goes "above and beyond" her duties to connect with each resident on a one-on-one basis with compassion and friendship. She is an advocate for staff and resident morale – even assisting some residents, who wanted to dress up like Santa and an elf, to deliver treats throughout the whole building last Christmas! Dianna believes the social and mental wellbeing of the residents is crucial, and it shows!

Congratulations
Kyla & Dianna! We all
give you a big thumbs up
and thank you for living
our values and mission in
your work life!

Maicon



For many years, Ocean View has been committed to helping seniors live well, wherever they call home. Part of this commitment has meant a focus on creating solutions to the problems facing community seniors living in their own homes.



This year, the company through which we provide these community supports, formerly known as “Ocean View Support Services Ltd.”, had a name change! We’re thrilled to introduce “**Port City Home Services**”!

As our Eastern-Passage-born business served more and more seniors across HRM, we found ourselves needing a name that welcomed folks from across the municipality. But as we grow, Port City Home Services is still so proud of our Eastern Passage roots!

Port City Home Services also continues to be a trusted partner of Ocean View, and **continues to support Ocean View’s work with its profits!** Knowing that government funding for long term care (LTC) can rise and fall over the years, it is important to us that Port City Home Services contributes to our LTC work in this way.

It’s also important to us that Port City Home Services continues to offer reliable, flexible services that community seniors can rely on. These include Foot Care, Respite Support, Personal Care, Help with Housekeeping, Transportation, Meal Prep, Help with Pets, Help with Laundry, and more! “Living well” means something different to each of us, so Port City Home Services continues to offer a wide variety of services to fit each seniors unique needs.

Innovation



Thinking outside the box;
Being productive and
competitive; Being focused
on quality and excellent
customer service



As Community Supports Manager for Port City Home Services, Zoé is focused on helping seniors connect with the services they need to live well. She joins the Port City Home Services team with a wealth of experience in supporting seniors.

With many years of experience in developing relationships with community clients and helping folks receive individualized supports, Zoé is ready to help Port City Home Services clients discover what "living well" means to them.

Zoé, Community Supports Manager



Another crucial piece of Zoé's role is providing coordination for our In-Home Support team as they contribute to life within long term care homes, including Ocean View. This team has been offering additional support in long term care throughout the pandemic, taking the pressure off of care teams and offering help with time-intensive tasks that impact resident life, like assisting with mealtime and offering one-on-one support!

Zoé is also the face of our Port City Caregiver's Community Hub, a blog that answers challenging questions from those striving to support an aging loved one in our community! Her blog posts can be found at www.portcityhomeservices.ca!

Strategic Priorities: *Community Capacity Building*

One of our strategic goals is to achieve **self-generating community capacity that enables the ability of all community members to live well and experience a sense of belonging.**

Unfortunately, the pandemic has impacted delivery of our community services over this year, to varying degrees. However, we are still proud to report that we served twice as many clients in their homes this year with our "In-Home Support" service, and saw many Foot Care clients in both their homes and our new clinic at 133 Baker Drive.

Overall, the amount of financial resources generated from these and other non-government sources almost doubled this year, allowing us to continue to make an amazing impact in the lives of those we serve!



Celebrating Collaboration

Our Work with The Birches Nursing Home

Our relationship with the Birches Nursing Home (TBNH) is an important and meaningful one. Our team contributes skills and expertise to TBNH through our contractual service agreement, and TBNH in turn contributes funds to Ocean View that allow us to do more for those we serve.

This year, we were thrilled to receive word that the Government of Nova Scotia has included TBNH in a list of long term care homes to be redeveloped/replaced. We look forward to offering support that will help this project become a reality.

Part of the Musquodoboit Harbour community since 1979, TBNH is dedicated to providing a community of dignified, gracious living to local seniors, but as with many older long term care facilities, the home's outdated infrastructure is becoming less and less suitable for the needs of today's long term care residents.

"The Birches team does an excellent job of offering quality care despite an aging facility, but the challenges presented by features like aging electrical, aging plumbing, and small shared rooms are often significant," says Dion Mouland, our President & CEO, "Infrastructure renewal is an important focus of the strategic plan we developed in consultation with the Birches' community in 2018."

Above and beyond the importance of this project for the local TBNH community, Chair of the TBNH Board Rick Anderson points out that this is a positive sign for the overall future of long term care in our province.



"As a Board of Directors, we believe it is our responsibility to advocate for positive change in the long term care sector across our province," says Rick, "With this announcement, the government echoes our belief that seniors are a priority, and are deserving of the best possible quality of life we can provide."

Regional Care Unit at Ocean View

We are immensely proud of Ocean View's success with infection prevention during the pandemic, and those outside of our nursing home have taken notice of our success. For this and a variety of reasons, we were chosen to manage a Regional Care Unit.

The province has recognized that supporting long term care (LTC) homes differently to prevent the spread of COVID-19 is key. Regional Care Units are a part of this plan. The Regional Care Unit (RCU) at Ocean View may care for residents from a number of our fellow local nursing homes, should they fall ill with COVID-19.

RCUs are supported as best practice by Infection Prevention and Control Canada, and allow LTC residents who are ill with COVID-19 to be transferred to a space where they are cared for by teams specially focused on COVID-19 infection prevention and care.

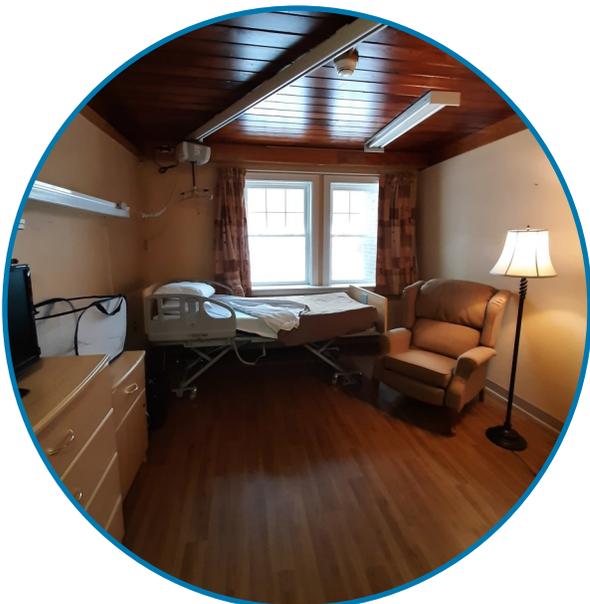
As an organization whose vision is to be the community of choice for Nova Scotian's needing support, we feel it's our duty to be a part of this solution. Through conversations with our team and stakeholders, we were pleased to hear that they also believe it is our duty to help in this way.

In late 2020, we began to recruit staff for the RCU, with support from our partners at Department of Health and Wellness and Nova Scotia Health (NSH). We were thrilled to announce in late January that we had the right staff mix in place to open the RCU.

This team includes nurses, CCAs, and facility support staff who will operate the RCU as a stand-alone unit, totally separated from Ocean View's space. You may remember the success of our Outbreak Unit during the first wave of COVID-19 – the RCU builds on that concept, but is even further securely separated.

The space has been totally prepared to support the RCU team in their work, and has been visited by NSH Infection Prevention and Control experts to ensure it is ready to properly and safely care for those with COVID-19!

We are so proud of the RCU team we have recruited. They truly are the real life healthcare heroes our community needs right now. Together, we are ready to step in to the important work of caring for those who are most vulnerable.



An RCU resident room, fully prepared for an admission if needed



Get Involved!

Together We Make the Greatest Impact

Did you love reading about Ocean View's story?
Become a part of our story, and our future!

Visit www.oceanv.ca to find out how to join us as a **client, staff, volunteer, donor, or supporter!**


Ocean View

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[**www.oceanv.ca**](http://www.oceanv.ca)